

Questions and Answers
Solicitation
19P05021Q0004
Virtual Private Network and Mobile Telephone Services

1) Considering the services to be provided, covered by specific regulatory rules, it is our understanding that the applicable law to the agreement to be concluded is the national law, could you please confirm?

Answer: The prospective quoter needs to comply with the local law, with requirements stated in the solicitation, and with USG regulations, the Federal Acquisition Regulations (FAR) and Department of State Regulations (DOSAR) cited in the solicitation.

2) In Section 1 - page 6 where it says, "To other fixed Network in Portugal", what is intended are communications for geographical numbers starting with 2 or nomads (3xx) except for those already requested at the above point for callsign 21?

Answer: We are asking the prospective quoters to provide cost per minute for calls to other operators within Portugal that provide fixed lines.

3) In Section 1 – page 6 where it says "Total Cost for VPN" what is intended is the total monthly fee for the solution (E1 circuit and requested minutes cap)?

Answer: Yes, that's correct.

4) In Section 1 – page 6 the 10 000 minutes package for "Calls made to other in-country networks, to Europe (includes E.U. and Non-E.U. countries), USA and Canada" is intended to be shared or individual?

Answer: The 10,000 minutes are shared, not per individual.

5) In Section 1 – page 6 the price per type of mobile data package is asked, but not the desired quantity of each, can you please clarify?

Answer: We cannot specify a precise quantity of data packages, but we anticipate a minimum of 50 data packages.

6) In Section 1 – page 8 – It is intended the contractor to supply the Mobile Internet cards, or also iPad or USB Pen?

Answer: The contractor is only requested to supply the mobile internet cards, not the equipment itself.

7) In Section 1 - page 8 the reference to "Temporary Additional Services" means one year or any other minimum period?

Answer: Temporary Additional Services refers to any other minimum period.

8) In Section 1 – page 8 what is intended with the reference to "Activation of data service – Unit: Device/per month"?

Answer: We want to know if the provider will charge for “Activation of data service –Unit: Device per month” versus only charging for service.

9) In Section 1 – page 8 could you please clarify the quantity of each package of 15GB, 30GB and unlimited?

Answer: No, we cannot clarify the quantity of each package.

10) In Section 1 – page 8 should the reference to “The amount of all orders shall not exceed Euros 85,000.00. This reflects the contract maximum for this period of performance." be understood as the maximum value of the Agreement to be concluded?

Answer: Yes, this amount reflects the contract maximum for this period of performance.

11) In Section 1 – page 14 (no. 13)) considering that there is no return of Smartphones or Iphones, how does the Embassy intend to analyze the equipment in order for the contractor to make the necessary parts available for repair?

Answer: We do analysis of issues in house and do not send devices out for repair.

12) Section 1- Block 23 - Page 4 -Regarding point (1), Virtual Private Network, in outbound calls made via connection E1 (Primary Access), 10,000 minutes are requested for the fixed network (prefix 21), 10,000 minutes for other fixed networks, 8,000 minutes for mobile at the Embassy, 8,000 minutes for remaining mobile, 500 minutes for Europe, 500 minutes for USA / Canada and 500 minutes for Rest of the World. Is our understanding correct, that this profile concerns calls originated from E1?

Answer: Yes.

13) Will it be possible to send the current detailed profile of the current E1 access that supports this Private Network? Average monthly minutes per fixed destination (per operator), mobile (per operator) and international?

Answer: No, we cannot provide this.

14) In the specific case of the international, will it be possible to send the detailed profile taking into account that the costs differ between destinations? For example, average monthly minutes per destination: Germany Fixed network, France Mobile network, Spain fixed network, Spain mobile network, USA Fixed network, etc.

Answer: No, we cannot provide this.

15) In the specific case of the international call, are the minutes in the package intended only for calls to fixed networks in different countries or should it also include minutes for the mobile network?

Answer: It includes both.

16) The Embassy is requesting a single monthly price for E1 Access plus the package of minutes? Is our understanding correct?

Answer: This is correct.

17) Is it correct our understanding that we can offer, with regard to international minutes, a monthly ceiling of 1,500 minutes for Europe, USA / Canada and Rest of the World?

Answer: Please follow based on the solicitation.

18) Regarding the prices of calls per minute that exceed the previous minutes: In-country calls", is our understanding that is the price for calls to the national fixed network (in Portugal). Is our understanding correct?

Answer: This is for both fixed lines and cell lines.

19) "Within Europe Calls", is our understanding that the Embassy is requesting prices for calls to European fixed networks. Is our understanding correct?

Answer: We are requesting prices for calls to both fixed and cell lines.

20) It is our understanding that the value of prices per minute will not be used for evaluation and deduction of the monthly amount to be paid by the Embassy since, in principle, all minutes will be within the requested package. are we understanding it correctly?
Otherwise, it would be necessary to indicate the number of extra-limit minutes, correct?

Answer: Yes, you are correct, we will not be requesting deduction.

21) Regarding calls originating on the mobile network:
Point (2) reads as follows: "(...) (2) Fixed price for monthly mobile cell phone services including 100 mobile phones or equivalent € _____ credit to allow for complete replacement of cell phones every 2 years (please provide example model number). (...).
Is our understanding correct that the price should include the supply of 100 mobile phones or a ceiling of an amount in€ (Euros) for the purchase of mobile phones?

Answer: It should include a ceiling amount in Euros.

22) What is meant by "Please provide example model number"?

Answer: We are interested in seeing a list of models available to the contract including the cost per model.

23) How will proposals be evaluated between operators that supply mobile phones instead of ceilings, considering that mobile phones may have different characteristics?

Answer: Please refer to our answer in number 21 above.

24) How will proposals that provide a ceiling be evaluated?

Answer: Evaluation Factors are described in Section 4 of the solicitation.

25) The contract is for 12 months. However, it is stated that the credit value should allow the replacement of equipment every two years. Clarification is requested.

Answer: We replace half of our phones each year.

26) In the section "Calls made to in-country networks to Europe (includes EU and Non-EU countries), USA and Canada". Is our understanding correct that the 10,000 minutes also include calls to Portugal's fixed and mobile networks?

Answer: Yes, it includes calls to Portugal fixed and mobile networks.

27) In the section "Calls made to in-country networks to Europe (includes EU and Non-EU countries), USA and Canada. Will it be possible to send the detailed profile? Average monthly minutes per fixed, mobile and international destination?

Answer: No, we cannot send the detailed profile.

28) In the specific case of the international, will it be possible to send the detailed profile? For example, average monthly minutes per destination: Germany Fixed network, France Mobile network, Spain fixed network, Spain mobile network, USA Fixed network, etc.

Answer: No, we cannot send the detailed profile.

29) At the point "Calls made to Rest of World", with the unit "Minutes", is our understanding correct that what is requested in the "unit price" is a price per minute? This information is missing from the response template.

Answer: Yes, it's price per minute.

30) It is our understanding that the value of prices per minute will not be used for evaluation and deduction of the monthly amount to be paid by the Embassy since, all minutes will be within the requested package. Is our understanding correct?
Otherwise, it would be necessary to indicate the number of extra-limit minutes, correct?

Answer: Yes, you are correct, we will not be requesting deduction.

31) Section 1- Block 23 - Page 5 -In point 4, "Cellular Data Services", how many cards will be needed with 3 GB / month, 5 GB / month and unlimited? How is the annual total calculated without this information?

Answer: No, we cannot clarify the quantity of each package. The field "Total Yearly Price" is grayed out on the solicitation and does not require an amount.

32) How is the “Estimate usage of (3), (4) and (5)” calculated since the values of minutes, cards, MB, consumed are not provided?

Answer: We need to see unit prices for items 3, 4, and 5, not total prices.

33) “Please provide detailed information on data speeds and any data throttling that may be implemented as part of your proposals”. It is our understanding that the requested is the detail conditions of PUR (Responsible Use Policy) and bandwidth.

Answer: Provide information as requested.